CRM DIALER PRODUCTION SETUP

Production Servers : Two Servers are used in crm dialer setup, one act as a primary server and other act as a standby server.

Server Details :

- **Server 1 :-**
  - **IP :** 10.21.3.132
  - **Username :** dailer1
  - **Password :** dailer1@123
- **Server 2 :-**
  - **IP :** 10.21.3.133
  - **Username :** dailer1
  - **Password :** dialer4321

Installation - Dahdi / libpri / asterisk.

We need to install Dahdi, libpri and asterisk in a sequence in which first we install Dahdi, then libri and at the last asterisk needs to be installed.

- **Digium Card :** Digium Card needs to be placed in the server before installing the softwares as dahdi will detect the card.

- **Dahdi Installation setups :**

  Source Package Path : /home/dailer1/asterisk/setup/
  Source Package Name : dahdi-linux-complete-2.10.1+2.10.1.tar.gz

  Installation Steps :

  - Download and install the latest DAHDI drivers. DAHDI is available for download from: *http://downloads.digium.com/pub/telephony/dahdi-linux-complete*

  # wget http://downloads.asterisk.org/pub/telephony/dahdi-linux-complete/dahdi-linux-complete-X.X.X+X.X.X.tar.gz (Skip this step as a package already available).
  # tar -zxvf dahdi-linux-complete-X.X.X+X.X.X.tar.gz
  # cd dahdi-linux-complete-X.X.X+X.X.X.tar.gz
  # make
  # make install
  # make config

- **LibPri Installation setups :**

  Source Package Path : /home/dailer1/asterisk/setup/
  Source Package Name : libpri-1.4.15.tar.gz

  - If you are installing a Digium Digital Card, download and install the latest version of libpri after installing DAHDI. libpri is available for download from: *http://downloads.digium.com/pub/telephony/libpri*

  # wget http://downloads.asterisk.org/pub/telephony/libpri/libpri-X.X.X.tar.gz (Skip this step as a package already available).
  # tar -zxvf libpri-X.X.X.tar.gz
  # cd libpri-X.X.X/
  # make
  # make install

- **Asterisk Installation setups :**

  Source Package Path : /home/dailer1/asterisk/setup/
  Source Package Name : asterisk-certified-16.3-current.tar.gz

  # wget http://downloads.asterisk.org/pub/telephony/libpri/libpri-X.X.X.tar.gz (Skip this step as a package already available).
  # tar -zxvf asterisk-certified-16.3-current.tar.gz
  # cd asterisk-certified-16.3-cert1
  # ./configure
  # make menuselect (To Select Packages chan_dahdi , res_config_mysql, macro)
  # make
  # make install
  # make config
  # make samples

- **Digium Card Configuration :**

Card Configuration Steps as follows :

12.1) ENABLING THE LINE MODE AS E1
vi /etc/modprobe.d/dahdi.conf
####GO TO LAST LINE AND PASTE THE BELOW LINE
options wcte43x default_linemode=e1
####SAVE AND EXIT THE FILE

12.2) REMOVE THE DRIVER FROM BLACKLIST
vi /etc/modprobe.d/dahdi.blacklist.conf
PUT # infront of wcte43x

####SAVE AND EXIT

12.3) RUNNING THE DRIVER MANUALLY AND AUTOGEN SCRIPT

modprobe wcte43x default_linemode=e1
dahdi_genconf -v
dahdi_cfg -v

12.4) INCLUDING THE AUTO GENERATION DAHDI CONF FILES IN DEFAULT FILE

vi /etc/asterisk/chan_dahdi.conf
####GO TO THE LAST LINE OF THE FILE AND PASTE BELOW LINES
#include dahdi-channels.conf
####SAVE AND SUBMIT

################## START SERVICES ######################

service dahdi start
service asterisk start
asterisk -r
module unload chan_dahdi.so
module load chan_dahdi.so
dahdi show status
pri show spans

Setup Verification

Check Dahdi Setup :

service dahdi status : shows dahdi is running and active
lsmod | grep dahdi : Command gives you the output with modules name

Check Asterisk Setup :

Check running asterisk process as :
#service asterisk status or # ps -ef | grep asterisk
This will tell you the status and process id of running asterisk .

Make Test Call :

We can check dialer setup by making a test call from PRI placed in the digium card.

asterisk -rvvvvvvvv
channel originate dahdi/g0/999XXXXXX extension 1234@default
This command will initiate the call on the given number if the PRI is up and the whole setup is working.

Dialer Application Source Code (Node Server)

Dialer Application is the main application which needs to be running in background and works as an interface to get the call request from CRM and send the respective response.

Source Code Path : /Application/crmdialer/
Configuration File : /Application/crmdialer/src/config/config.json

We need to modify the configuration file as pr the database connections used like mysql and mongoDB.

Running the Application :
To run the application we need to use the PM2 package manager.

To show the processes listed in pm2
pm2 list

To run the main application.
pm2 start crmdialer

To check the application logs
pm2 log crmdialer

Application logs :
Application live logs can be seen using pm2.

Application log path : /home/dailer1/.pm2/logs/

To show the live logs of application
pm2 log crmdialer :

Asterisk Configuration and Its files

Asterisk configuration needs to be done by changing the configuration files as per the production setup for the crm application.

Configuration Files path : /etc/asterisk/

Asterisk reads all the configuration from the above mentioned path and we need to make changes in the configuration files as per the **Reference Configuration** files (placed in below mentioned path) which are used for crm application.

Reference Configuration Source Path : /home/dailer1/production_code/asterisk/

We need to change following configuration files in /etc/asterisk/ ie **Configuration Files path**

Changes needed in configuration files as per the production setup.

- extensions.conf
- sip.conf
- manager.conf
- res_config_mysql.conf
- http.conf
- extconfig.conf

Note : Asterisk needs to be reloaded after the changes are done.
asterisk -rvvvvv
reload

AGI Configuration Path :

Agi script need to be placed on the below mentioned path :
AGI script path : /var/lib/asterisk/agi-bin/

Reference scripts should untar and be placed to the AGI script path.
AGI Reference scripts : /home/dailer1/production_code/asterisk_agi.tgz

Recording Process Setup

Recording Process is used to fetch the recordings of the calls placed from the crm interface. The script is scheduled in crontab for the particular user for every hour 2nd minute, as shown below :

2 * * * * /usr/bin/sh /Application/awsSetup/awsDataSync.sh 3

Script takes one argument which represents the delay in hour from current time and so to fetch the recording of the given hour. For example :
script run on 01:02:01 PM - It will fetch the recording of the hour (10 - 10:59 AM) i.e 3 hours back.
Recording Process Source Path : /Application/awsSetup/

Testing

To test the Setup Login to Crm.
https://zassist.rblbank.com

Login With agent credentials

Initiate a call by clicking on the call button for the respective lead.

Troubleshooting

To Troubleshoot the issue with calling , we need to check asterisk live logs and dialer application logs

Checking asterisk commands :

- To check asterisk logs we need to check the asterisk cli logs as :
  # asterisk -rvvvvvvvvv

- To check the application logs we need to use pm2 as :
  # pm2 log crmdialer

- To check the Recording process logs we need to check logs on following path
  # tail -f /Application/awsSetup/logs/awsWatchDog.log